

ACTIVE CASES
Analysis of July 2005 QA Results for Food Stamps

Sample Size 88
(drops excluded)

Totals for July 2005:

LOCATION	TOTAL SAMPLE ISSUANCE	# of ERROR CASES	ERROR DOLLAR TOTAL	PERCENT DOLLARS IN ERROR	FFY 2005 ERROR RATE
STATEWIDE	\$16,968.00	6	\$365.00	2.15%	5.0%
MILWAUKEE	6,699.00	4	289.00	4.31%	5.7%
BAL- STATE	10,269.00	2	76.00	0.74%	4.5%

ERROR CAUSES BY TYPE

- 3- Agency Preventable Errors
- 2- Client Errors
- 1- State Error (CARES)

OVERVIEW OF THE ERRORS AND WHERE THEY OCCURRED:

Of the 3 Agency Preventable Errors, Manitowoc, Milwaukee and Winnebago each had one.

TYPES OF A.P.E. ERRORS (3):

Regular Earned Income (1):

- 1- Agency failed to correctly verify and budget earnings.

Shelter Expense (2):

- 1- Agency failed to verify portions of total rent paid by a food unit member and a non-food unit member.
- 1-Agency failed to enter a property tax expense that had been verified by the customer and was found in the case file.

TYPE OF CLIENT ERRORS (2):

Shelter Expense (2):

- 1- Client failed to report a rent change when she moved
- 2. Client failed to report a move to a group home where she is not eligible for FS. This was an EBD case, not reduced reporting, so report was mandatory.

TYPE OF CARES ERRORS (1):

CARES did not convert a case to Transitional FS (TFS).

WHEN WERE THE AGENCY PREVENTABLE ERRORS MADE? All three APE's were made at review.

EFFECT OF SMRF PROCESS: none

TRENDS OR RECOMMENDATIONS:

This was a very low error month. A big concern is now shelter errors. From October 2003 through July 2005 there have been 38 shelter errors, some agency and some client error. In FFY 2005 to date there have been 11. Nine of those were client failure to report changes at application review or SMRF in shelter costs. An emphasis should be made on educating Eligibility Workers that more is questionable than they have deemed questionable in the past. If the rent hasn't been changed in a couple years, that is questionable. If the property taxes didn't change, that is questionable. If the person reports a move then the rent and utilities is questionable.

BIGGEST "CONTRIBUTORS": The cases that caused the largest dollar errors for July 2005 (including client errors):**Milwaukee County, \$133 CARES Error:**

W2 ended in June, and TFS should have begun in July.

Milwaukee County, \$67 Agency Preventable Error: Agency accepted customer's statement of last payment date of a job ending, rather than verifying. Income that should have been budgeted was not.

mbw 11/21/2005